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ABSTRACT

At California State University, Long Beach, 1263 students and faculty members responded to a questionnaire regarding the university library. The four part instrument questioned the respondents' faculty position or student class, course level, and major; their use of the library, both type and frequency; attitudes toward staff, collection, and hours; and desired evening and weekend hours for various service areas. Space was also provided for comments. Statistical data gathered from the questionnaire were assembled into tables concerning the respondents' characteristics, attitudes, library use, desired hours and services, and student majors in relation to library use and needs. The major results of the survey were indications of a strong desire for more weekend hours, especially for the reserve book room, current periodicals, and microforms. A copy of the questionnaire and a list of respondents' comments are included in the appendix. (LS)

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Planning for Priorities:
A Survey of Academic Library Use

By
Gail Schlachter

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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LIBRARY
CALIFORNIA STATE UNIVERSITY
LONG BEACH, CALIFORNIA
1975

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INTRODUCTION

Although there are some major libraries in the United States which function primarily as *repositories* of society's recorded knowledge by emphasizing universal collection building and preservation (e.g., the Huntington, Newberry and Folger libraries), the majority of libraries consider *information dissemination* as their predominant function. In this role, libraries' holdings are organized and controlled for maximum retrievability.

In order to assess their success in meeting the clientele's information needs, libraries commonly have pursued a policy of self-evaluation. Traditionally, libraries have measured their performance by using such external criteria as collection size, circulation, hours of operation, number of users served, etc. Recently, however, administrators have recognized that while these statistical measures are satisfactory for comparing libraries with libraries, or present with past characteristics, they reveal little about a library's success in providing the services needed by its community. For example, the number of volumes in the collection will only suggest whether or not the collection is large enough to provide good service — not whether it is actually provided. Hours of operation don't identify the use of the library, only the times when it could be used. The usual statistical data tell little about library attitudes, use patterns, or information needs.

If a library is concerned with providing materials and services to match the information patterns of its clientele, methods must be developed to monitor the environment. Who does and does not use the library? Why do they use the library? Which areas of the library are most important to them? When do they need access to the library? Rather than rely on the random (and thus possibly unrepresentative) input of faculty and students or the best "guesses" of its staff to answer these questions, the Library at California State University, Long Beach (CSULB) decided to systematically survey its public; in this way, the clientele could participate in deciding which programs should be emphasized and what changes should be made by the Library to best serve its community's needs.

RESEARCH TECHNIQUES

THE QUESTIONNAIRE

The study performed by the Library was designed to serve as a positive change mode by evaluating library performance from the point of view of its users. Specifically, the questionnaire gathered information in four major areas (characteristics of the respondents, library use, library attitudes, and library hours) with response alternatives provided for each of the 59 questions. The respondents selected the most descriptive or accurate alternative. The number of alternatives for each question ranged from two to eight. The instrument was developed after consulting with faculty at the University of Southern California's Library School, researchers at the University of Southern California's Social Science Research Institute, students, faculty and library staff at California State University, Long Beach, and existing library use surveys in the literature.

In the first part of the questionnaire, the respondents were asked to describe their university status. Employees of the University (half-time or more) identified their position. Students at the University specified their class, course load and major.

Part Two of the instrument concentrated on the respondents' Library use, establishing both frequency and type of use.

The next section of the questionnaire investigated the participants' attitude toward the Library. The respondents were asked to use a five-point ordinal rating scale (ranging from strongly agree to strongly

disagree) to evaluate the library staff, total collection, collection availability, and scheduled hours.

Part Four of the instrument was designed to identify both desired evening/week-end hours and services/areas to be opened during extended hours. The respondents were asked to use three-point ordinal rating scale (very important, somewhat important, unimportant) to assess the usefulness *to them* of 18 evening and week-end time modules. In addition, the respondents were instructed to check each special material, collection, or reference point which they would want access to during extended hours. For a copy of the questionnaire, see Appendix I.

Space was left at the end of the questionnaire for comments. The responses to this section are reproduced in Appendix II.

THE SAMPLE

In order to represent the entire community served by the Library, both actual and potential users had to be surveyed. To accomplish this, a dual sampling procedure was followed; questionnaires were made available simultaneously in the Library and to attendees of randomly selected classes.

The questionnaires distributed in the Library were placed in the main lobby and at each public service point from December 2 to December 11, 1974. Questionnaires were completed in-house by 722 respondents (students, faculty, staff, alumni, members of the general population, etc.)

The classes to be surveyed were selected randomly (by page and by item on the page); 21 courses were chosen using this procedure. Representatives from the Library received permission to use class time (approximately 10 minutes) to conduct the study. All students and faculty in each selected class (541) completed the questionnaire.

Thus, a total of 1,263 respondents completed usable questionnaires.

THE ANALYSIS

The data were computer analyzed, using library programs from the *Statistical Package for the Social Sciences*,¹ both at Long Beach and at the University of Southern California. Frequency distributions (absolute numbers, simple percentages, and cumulative percentages) were generated for each of the 59 questions in the instrument. Cross tabulations and chi-square analysis were employed to test the relationship between selected variables. The significance level was established at .05.

FINDINGS

RESPONDENTS CHARACTERISTICS

Although all components of the academic community (including administrators, staff, faculty, alumni, etc.) were represented in the survey, the majority of participants were enrolled in at least one course at the University. The survey group closely matched the total University population on class ranking, as Table 1 illustrates.

TABLE 1
COMPARISON OF
UNIVERSITY POPULATION AND QUESTIONNAIRE SAMPLE

CLASS	*UNIVERSITY POPULATION	QUESTIONNAIRE SAMPLE
Freshmen	13.8	13.2
Sophomores	12.2	10.6
Juniors	13.0	16.0
Seniors	27.5	28.5
Graduate students	33.5	31.7

*Source: *University Bulletin*, Vol. 27, no. 20, March 17, 1975, p. 1.

Drawing on modal response groupings, it is possible to develop a profile of the "average" respondent: a senior or graduate student carrying more than 12 credits and majoring in one of the departments in the School of Letters and Sciences.

LIBRARY ATTITUDES

When asked to evaluate various aspects of the Library's operation, the participants were almost unanimous in their reaction to the

Library's reference activities. (See Table 2) Nearly 90 percent agreed that "Librarians/staff provide the information and reference services I need." The academic community at CSULB relies more heavily on its Library's information programs than do patrons at most other academic institutions. During the past fiscal year (1973-1974), nearly a quarter of a million reference questions were answered by the Library's staff; Northridge — ranking next in the CSUC system in number of reference questions answered — handled only 79,000 questions during the same period. In addition, thousands of students took advantage of the Library's seminars, lectures, films, and audio-cassette presentations which provide individualized instruction in library use and research. To further assist patrons in mastering the information explosion, Long Beach will soon become one of the few academic libraries in the country to offer its patrons on-line bibliographic search capability through computerized data banks.

TABLE 2
PERCENTAGE DISTRIBUTION
OF LIBRARY ATTITUDES

EVALUATION CRITERIA	ATTITUDE		
	Agree	Neutral	Disagree
Librarians provide information	87.1	3.9	9.0
Books are in the Library	74.1	12.1	13.8
Books are accessible	69.3	11.6	19.1
Hours are convenient	61.6	10.1	28.3

Approximately seven out of ten respondents were also satisfied with the scope and availability of the collection; they agreed that "The books and materials I need are owned by the library" and that "The books and materials owned by the library that I need are available/accessible." This satisfaction translates into active involvement with the Library. Last year, library circulation and in-house use topped one million items.

The least support was shown in the survey for current library hours. Nearly 40 percent of the respondents did not agree that "Library services are available at convenient times." The final section of this report investigates the possibility of rescheduling library hours to more completely match clientele needs.

LIBRARY USE

A. FREQUENCY OF USE

The survey found that nearly all of the respondents (96 percent) had used the Library some time during the Fall semester. As Table 3 shows, almost half of them, in fact, were heavy users, spending over eight hours a week in the Library on the average. Heavy library use is characteristic of Long Beach's academic community. During the fiscal year, 1973-1974, library attendance exceeded the 1 1/2 million mark. A search of the literature revealed that this frequency of library use is higher than most other academic libraries report.²

TABLE 3
PERCENTAGE DISTRIBUTION
OF HOURS OF USE

N = 1199

HOURS PER WEEK	PERCENTAGE
Less than 4	24.8
4-8	29.1
More than 8	46.1

The extent of library use varied significantly with the respondents' major or area of specialization. Heavy library users came primarily from engineering, science, and special programs (e.g., public administration). Students in fine arts, education and applied arts spent less time in the Library (See Table 4). However, as seen in the next section, some of the heavy users (e.g., engineering and science) came to the Library primarily to *study* whereas some of the more infrequent library users (e.g., social sciences, humanities, and education) came to access library *resources*. This finding corresponds to the studies conducted by McDiarmid, Eurich, Carnovsky, Thompson and Nicholson, and Knapp; they also reported that science and allied majors rarely made the concentrated use of library resources characteristic of other disciplines (particularly the social sciences and humanities).³

TABLE 4
PERCENTAGE DISTRIBUTION OF
MAJOR BY HOURS OF LIBRARY USE

N = 1064

MAJOR	HOURS OF LIBRARY USE		
	-4	4-8	8+
Applied Arts and Science	30.2	27.9	41.9
Business Administration	29.3	33.5	37.2
Education	31.2	43.8	25.0
Engineering	11.4	20.0	68.6
Fine Arts	34.8	41.9	23.3
Letters and Science: Social Sciences and Humanities	22.5	34.6	42.9
Letters and Science: Science and Technology	16.9	25.9	57.2
Special Programs	28.6	25.0	46.4

$\chi^2 = 54.35$

df = 14

Significant at the .001 level

The extent of library usage was also directly related to student status. As Table 5 shows, the more units carried by students, the more hours they spent in the Library. No relationship was found, however, between library use and any other respondent characteristic.

TABLE 5
PERCENTAGE DISTRIBUTION OF
UNITS BY HOURS OF LIBRARY USE

N = 1152

UNITS CARRIED	HOURS OF LIBRARY USE		
	-4	4-8	8+
More than 12	21.9	32.3	45.8
6-12	30.2	31.8	38.0
Less than 6	38.5	25.0	36.5

$\chi^2 = 15.27$

df = 4

Significant at the .005 level

B. CATEGORIES OF USE

The respondents were asked to reorder several common uses of the library (consult with reference librarians, use/check out needed library materials, use non-circulating library materials, study, and other) so that the ranking reflected how they spent their time in the Library (See Table 6); the respondents placed a "1" next to the category which represented their most common use of the Library, etc. Generally, the respondents came to use the Library's resources (in-house use of materials, check out materials) or to study. This finding closely corresponds to the pattern of use reported in earlier library studies. Investigations throughout the past four decades have consistently shown that use of academic libraries is primarily course inspired.⁴

TABLE 6
PERCENTAGE DISTRIBUTION
OF PRINCIPAL USE OF THE LIBRARY

ACTIVITY	RANKING				
	1st	2nd	3rd	4th	5th
To consult with reference librarians	5.7	9.8	21.6	56.4	6.5
To use/check out needed library materials	26.4	41.5	25.4	6.1	.6
To study	56.2	19.0	12.7	10.0	2.1
To use non-circulating library materials	22.5	35.3	32.8	8.8	.6
Other	4.5	17.2	13.5	24.3	40.5

When respondents were grouped by number of units carried or university status, no consistent pattern of library utilization appeared. A statistical relationship was discovered, however, between declared major and library activity. As seen in Table 7, majors in certain fields (e.g., engineering, business administration, and science) entered the Library primarily to study; students in other fields (e.g., fine arts, social sciences, education) generally came to the library to use resource materials.

LIBRARY HOURS

While respondents had indicated a high degree of satisfaction with many aspects of the Library's operation (e.g., its information services, total collection), they reported a certain dissatisfaction with library hours. When asked to identify a schedule which would be more useful to them, the majority of respondents requested that the Library be open at least until 10 during the week and all day during the week-end. Almost unanimously, they agreed that week-end evening hours (after 7 p.m.) were not particularly important (See Table 8).

The requested hours demonstrate a need to use library facilities beyond the traditional 8 a.m. to 5 p.m. work day. Although the present library schedule corresponds to many of the requested time modules, some modification will be necessary to accommodate user needs. The Library is currently open some low demand times (e.g., Sunday 7 p.m. to 9 p.m.) and closed some high demand times (e.g., Saturday

TABLE 7

PERCENTAGE DISTRIBUTION OF
RANKED USE OF LIBRARY BY MAJOR

RANKED USE OF LIBRARY	App. A.S.	Bus. Adm.	Educ.	Engin.	MAJOR		L.S.: Sci.	Spec. Prog.	CHI SQUARE SCORE
					Fine Arts	L.S.: Soc.			
CONSULT WITH LIBRARIAN									
Ranked first	1.9	1.8	0.0	5.3	5.3	8.8	0.8	7.8	18.4
Ranked second	10.7	12.5	11.8	0.0	14.8	8.5	7.8	8.3	
Ranked third	17.5	21.4	17.6	21.2	19.7	22.8	17.8	22.2	
Ranked fourth	65.0	57.1	67.6	57.9	55.7	61.8	65.9	61.1	
Ranked fifth	4.9	7.1	2.9	15.8	6.6	6.1	7.8	5.6	
CHECK OUT MATERIALS									
Ranked first	28.2	17.3	20.5	16.7	45.2	31.3	14.4	28.3	79.3*
Ranked second	41.0	34.6	48.7	41.7	35.6	40.1	45.6	43.4	
Ranked third	27.4	29.9	28.2	33.3	15.1	23.8	31.9	28.3	
Ranked fourth	3.4	15.7	2.6	8.3	4.1	4.8	5.6	0.0	
Ranked fifth	0.0	2.4	0.0	0.0	0.0	0.0	2.5	0.0	
STUDY									
Ranked first	54.7	65.7	42.1	73.3	23.1	53.5	71.3	58.8	74.9*
Ranked second	15.4	16.1	21.1	13.3	35.4	21.5	17.0	11.8	
Ranked third	15.4	8.8	23.7	6.7	23.1	14.2	6.4	13.7	
Ranked fourth	12.8	9.5	13.2	6.7	18.5	10.1	4.1	15.7	
Ranked fifth	1.7	0.0	0.0	0.0	0.0	0.7	1.2	0.0	
USE NON-CIRCULATING MATERIAL									
Ranked first	22.5	20.6	40.5	8.3	38.2	20.5	20.5	16.7	68.1*
Ranked second	40.8	41.3	27.0	45.8	23.5	35.3	32.7	43.8	
Ranked third	30.8	31.0	29.7	29.2	35.3	33.8	34.0	29.2	
Ranked fourth	5.0	7.1	0.0	12.5	2.9	9.4	12.8	8.3	
Ranked fifth	0.0	0.0	2.7	4.2	0.0	1.1	0.0	2.1	
OTHER									
Ranked first	12.7	3.7	0.0	12.7	11.4	11.1	3.6	8.3	35.7
Ranked second	12.5	33.3	0.0	50.0	30.8	11.1	35.7	16.7	
Ranked third	8.3	22.2	0.0	0.0	0.0	5.6	14.3	16.7	
Ranked fourth	25.5	3.7	16.7	20.7	20.4	20.4	17.9	8.3	
Ranked fifth	50.0	37.0	83.3	16.7	38.5	51.9	28.6	50.0	
Significant at the .05 level									

*Significant at the .05 level

morning). Without increasing the total number of service hours (69.5 hours), the Library could adjust its schedule to more closely match clientele preferences.

TABLE 8
PERCENTAGE DISTRIBUTION OF
REQUESTED HOURS OF OPERATION

HOURS OF OPERATION	ATTITUDES		
	Very imp.	Somewhat imp.	Unimp.
SATURDAY			
7:30-10 a.m.	32.8	24.5	42.7
10-1 p.m.	63.6	24.7	11.7
1-4 p.m.	71.0	20.5	8.5
4-7 p.m.	59.6	25.3	15.1
7-10 p.m.	33.0	27.6	39.4
10-1 a.m.	21.7	19.6	58.7
SUNDAY			
7:30-10 a.m.	25.2	19.5	55.3
10-1 p.m.	55.5	22.7	21.8
1-4 p.m.	70.5	17.7	11.8
4-7 p.m.	64.5	21.1	14.4
7-10 p.m.	35.6	30.6	33.8
10-1 a.m.	28.7	19.8	51.5
MONDAY - THURSDAY			
5-7 p.m.	52.8	28.8	18.4
7-10 p.m.	63.7	24.0	12.3
10-1 a.m.	29.1	28.4	42.5
FRIDAY			
5-7 p.m.	39.7	30.2	30.1
7-10 p.m.	39.8	26.1	34.1
10-1 a.m.	20.0	18.2	61.8

LIBRARY SERVICES

As part of the survey, the respondents were asked to indicate which areas of collections they would like to use if existing Library hours

could be extended. When the responses were ranked, the three most consistently requested areas were reserve book room, current periodicals and microforms. These findings replicate earlier research studies; Rzasas and Moriarty, for example, found that reserve books, reference materials and periodicals "are the primary materials used by both faculty and students."⁵

Twice as much interest was expressed by the academic community at Long Beach in reserve books, current periodicals and microforms than in the three lowest ranked response categories; less than one out of five participants in the survey reported any need to use the learning assistance center, media resources library or government documents during extended hours. Requests for reference staff paralleled the interest expressed in access to various Library areas (See Table 9).

Respondents' interest in areas open for extended hours directly relates to their majors or fields of specialization (See Table 10). Students in education, social sciences/humanities, applied arts, business administration and special programs were more concerned about which areas would be open extended hours than were students in other fields.

Number of units carried by the respondents also bore a limited relationship to area preferences. (See Table 11). Part-time students were more interested in extended access to current periodicals, government documents, social sciences, and sciences than were full-

time students. There was no difference in the need of part-time or full-time students to access microforms, reserve book room, learning assistance center, or the collections in education, humanities, media resources, fine arts or business/geography.

TABLE 9
PERCENTAGE DISTRIBUTION OF
SERVICES AND AREAS REQUESTED FOR
EXTENDED HOURS USAGE

REQUESTED SERVICES	PERCENT REQUESTING
LIBRARY AREAS	
Reserve Book Room	46.5
Current Periodicals	41.5
Microforms	33.1
Social Sciences	32.7
Sciences	30.8
Humanities	26.5
Business/Geography	20.7
Education	18.3
Fine Arts	17.7
Learning Assistance Center	16.6
Media Resources	14.9
Government Documents	14.6
REFERENCE LIBRARIANS	
Information Desk	35.9
Social Sciences	28.3
Sciences	26.1
Humanities	20.5
Business/Geography	16.8
Media Resources	16.6
Education	16.1
Fine Arts	13.9

Hours of use did not prove to be a valuable predictor of preferences for areas of extended access. A significant relationship was discovered only with the reserve book room. As Table 12 shows, respon-

dents grouped in the extreme categories were more interested in access to the reserve book room than moderate library users.

TABLE 10
MAJORS INTERESTED* IN
EXTENDED HOURS ACCESS TO LIBRARY AREAS

AREAS	MAJORS
Reserve Book Room	Social sciences/Humanities Education Special Programs
Current Periodicals	Social sciences/Humanities Education Applied Arts
Microforms	Social sciences/Humanities Education Applied Arts Business Administration
Government Publications	Special Programs Applied Arts Business Administration
Learning Assistance Center	None
Education collection	Education
Humanities collection	Social sciences/Humanities
Media Resources collection	Education
Social Sciences collection	Social sciences/Humanities Special Programs
Fine Arts collection	Fine Arts
Science/technology collection	Science and Technology
Business collection	Business Administration

*Significant at the .05 probability level

TABLE 11
CHI-SQUARE SCORES OF
UNITS BY AREAS REQUESTED FOR EXTENDED HOURS USAGE
df = 2

AREAS	X ² SCORE
Reserve Book Room	.93
Current Periodicals	6.63*
Microforms	2.24
Government Publications	7.77*
Learning Assistance Center	2.85
Education collection	3.71
Humanities collection	.49
Media Resources	.48
Social Sciences collection	7.51*
Fine Arts collection	1.56
Science/Technology collection	15.21*
Business collection	5.28

*Significant at the .05 level

TABLE 12
PERCENTAGE DISTRIBUTION OF
HOURS BY INTEREST IN RESERVE BOOK ROOM

N = 1199

HOURS OF USE	EXTENDED HOURS — RBR	
	want	don't want
Less than 4	49.5	50.5
4-8	41.1	58.9
More than 8	49.4	50.6

X² = 7.29

df = 2

Significant at the .05 probability level

Interests, as Kurt Lewin points out, are only one function of behavior.⁶

In order to determine if user actions would correspond to the preferences expressed in the responses to the questionnaire, an investigation

was made of actual library use during auxiliary hours (nights and week-ends). Between February 22 and March 1, 1975, a record was kept of all library activity in areas identified as high demand (reserve books, current periodicals, and microforms) and low demand (media resources, learning assistance center) in the survey. As Table 13 demonstrates, the ranking of services requested in the survey and services used during the study period were almost identical. While 2,200 information units were used in current periodicals, less than 300 were handled in either media resources or the learning assistance center (See Table 14). Thus, it appears that the preferences for specific services expressed in the questionnaire do translate into actual library use.

TABLE 13
RANKED COMPARISON OF
SERVICES REQUESTED AND USED

SERVICES REQUESTED	RANKING	SERVICES USED
Reserve Book Room	1	Current Periodicals
Current Periodicals	2	Reserve Book Room
Microforms	3	Microforms
Learning Assistance Center	4	Media Resources
Media Resources	5	Learning Assistance Center

TABLE 14
INFORMATION UNITS USED DURING NIGHTS AND WEEK-ENDS
IN SELECTED LIBRARY AREAS
FEBRUARY 22 TO MARCH 1, 1975

SERVICES	UNITS USED	RANK
Reserve book	552	2
Current periodicals	2,200	1
Microforms	495	3
Multi Media	265	4
Learning Assistance Center	218	5

SUMMARY AND RECOMMENDATIONS

SUMMARY

The Library at California State University, Long Beach, has continually been concerned with providing materials and services which match the information patterns of its clientele. Rather than rely on intuition, random observations, or educated guesses to determine patron needs, the Library decided to systematically query its public; in December, 1974, a survey was taken of over 1,000 randomly selected students, faculty, staff, and alumni.

The study found that patrons made active use of the information services and resources offered by the Library. During the past fiscal year, both attendance and circulation figures exceeded the one million mark. On the average, users spent more than eight hours each week in the Library. Heavy library users came primarily from the schools of engineering and sciences and from special programs (e.g., public policy).

As at other academic institutions, use of the Library was primarily course inspired. Once in the Library, the patrons generally studied their own materials (especially those majoring in engineering, business administration and science) or used library resources (particularly those majoring in fine arts, social sciences/humanities, and education). Full time students made more concentrated use of the Library than did part time students.

While the respondents were generally satisfied with the information sources and services of the Library, dissatisfaction was expressed with Library hours. When asked to identify a schedule which would be useful to them, the respondents requested that the Library be open until 10 during the week and all day during the weekend. This requested schedule would represent some departure from current Library hours. While the facility is presently open from 7:30 a.m. to 10 p.m. during the week, its weekend hours do not match stated preferences; it is open some low demand times (e.g., Sunday 7 to 9 p.m.) and closed some high demand times (e.g., Saturday morning).

As part of the survey, the respondents were also asked to indicate which areas of the collection they would like to use if existing Library hours could be extended. The three most consistently requested areas were reserve book room, current periodicals and microforms. Less than one out of five respondents reported any need to use the media resources collection, the learning assistance center, or the government documents area during extended hours.

Respondents' interest in areas open for extended hours directly related to their majors, course load and, to a certain extent, hours of use. Part time students who either used the Library less than four hours or more than eight hours a week and who were majoring in education, social sciences/humanities, applied arts, business administration or special programs were more concerned with which areas of the Library should be opened for extended hours than were other students who did not share these characteristics.

In order to determine if the preferences expressed in the survey would correspond to actual use made of the Library, a second study was conducted in the Spring, 1975; library activity in high demand areas (reserve book room, current periodicals, and microforms) and low demand areas (media resources, learning assistance center) was measured. It appears that the preferences expressed in the questionnaire will translate into library use in reality. The ranking of services used during the study period essentially duplicated the ranking of services requested in the survey.

RECOMMENDATIONS

Two major areas of concern surfaced in the responses to the questionnaire: library hours and areas open for extended hours. The data collected in this study can be used to determine what changes should be made in hours of operation and extended services offered to Library patrons. In this way, the Library can use community input to plan programs and schedules in the best interest of the entire academic clientele.

Library hours. Without increasing total hours of operation or operating budget, the Library could more closely match clientele needs by adjusting its schedule of service. No changes would be necessary in weekday or evening time modules; the respondents requested access to the Library until 10 p.m. Monday through Thursday and until 5 p.m. on Friday (current Library hours). Some modification will be necessary, however, to accommodate user requests for weekend times. The Library

is currently open from 1 to 5 p.m. Saturday and 1 to 9 p.m. Sunday. Thus, the Library is presently providing services during some low demand time (e.g., Sunday 7 p.m. to 9 p.m.) and not providing access during some high demand times (e.g., Saturday morning). The weekend library schedule currently totals 12 service hours. By rescheduling time modules, so that the Library would be open Saturday 10 to 5 and Sunday 12 to 5, the total hours of operation would remain constant and user needs would be met.

*Therefore, it is recommended that the Library
1) maintain its present week day and evening
schedule, but 2) reschedule its weekend hours:
Saturday 10 to 5 p.m. and Sunday 12 to 5 p.m.*

Areas for extended hours. Students expressed a definite interest in access to only three areas during extended hours: reserve book room, current periodicals, and microforms. It would seem useful to consolidate these high demand areas in a part of the Library which could easily remain open beyond traditional Library hours.

Currently, the reserve book room is located on the first floor east of the Library — an area which has been and can easily continue to be open for extended hours service. There is a separate entrance to this section of the Library; it can be kept open independently of other areas. Additional space on first floor east will be freed in September, when the University's administration moves offices temporarily housed there to permanent quarters in the new Students Services - Administration Building. At that time, it would make sense to bring together in that space the facilities in great demand for extended

hours access. Appendix III contains a floor plan illustrating a possible placement of reserve book room, current periodicals and microforms on first floor east.

There has been some discussion about moving the media resources collection to the vacated space on first floor east. Since facilities have been customized for the media resources collection on third floor and since media resources are neither requested nor used during extended hours, there seems to be no logical justification for this relocation.

*Therefore, it is recommended that the Library
1) consider placing high demand facilities
(i.e., reserve book room, current periodicals,
microforms) in a high demand area which could
be opened independently from the rest of the
Library building (first floor east) and 2)
keep low demand facilities (i.e., media resources)
in an area which is centrally located and has been
customized for the collection (third floor east).*

FOOTNOTES

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5. Philip V. Rzasa and John H. Moriarty. "The Types and Needs of Academic Library Users: A Case Study of 6568 Responses." College and Research Libraries, 31:407-8, November, 1970; See also Gorham Lane, "Assessing the Undergraduates' Use of the University Library." College and Research Libraries, 27:278, July, 1966.
6. Kurt Lewin. Field Theory in Social Science: Selected Theoretical Papers. Ed. by Dorwin Cartwright. London, Tavistock, 1963.

Appendix I — The Questionnaire

SURVEY OF LIBRARY USE

The library would like to find out more about the students, faculty, and staff who use the library so that we can better serve their needs. Library hours are of special concern. It may be possible to rearrange some of our hours of service to meet the needs of library users. We would appreciate it if you would take a few minutes to let us know your library needs.

1. University status:

a) Are you employed half-time (or more) by the University?

☐ No☐ Yes as ☐ Faculty ☐ Staff ☐ Administration ☐ Student/Graduate Assistant ☐ Other

b) If you are currently taking classes at the University, please indicate:

1) Class: ☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Graduate2) Units: ☐ more than 12 ☐ 6 to 12 ☐ less than 63) Major: Have you declared a major? ☐ No ☐ Yes If yes, in which school?

- ☐ Applied Arts and Science
☐ School of Business Administration
☐ School of Education
☐ School of Engineering
☐ School of Fine Arts
☐ School of Letters and Science: Social Sciences and Humanities
☐ School of Letters and Science: Science and Technology
☐ Special programs

2. Library use:

a) How many hours (on the average) have you used the library each week this semester?

☐ I have not yet used the library ☐ 4-8 hours☐ less than 4 hours ☐ more than 8 hours

b) Please reorder the following list of possibilities (putting 1 next to the category which reflects your principal use of the library, 2 next to the choice which describes your next most common use of the library, etc.) so that the ranking reflects how you spend your time in the library:

- ☐ to consult with reference librarians
☐ to use and/or check out needed library materials
☐ to study
☐ to use library materials that cannot be checked out (e.g. bound periodicals, microfilms, reserves)
☐ other (please specify _____)

3. What is your reaction to the following statements:

Librarians/staff provide the information and reference services I need

The books and materials I need are owned by the library

The books and materials owned by the library that I need are available/accessible

Library services are available at convenient times

Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

-OVER PLEASE-

4. Library Hours:

- a) For each of the times listed below, please check how important it would be to you for the library to be open:

	Very Imp.	Some- what Imp.	Un- Imp.
<u>MONDAY - THURSDAY</u>			
5:00 p.m. - 7:00 p.m.	_____	_____	_____
7:00 p.m. - 10:00 p.m.	_____	_____	_____
10:00 p.m. - 1:00 a.m.	_____	_____	_____
<u>FRIDAY</u>			
5:00 p.m. - 7:00 p.m.	_____	_____	_____
7:00 p.m. - 10:00 p.m.	_____	_____	_____
10:00 p.m. - 1:00 a.m.	_____	_____	_____
<u>SATURDAY</u>			
7:30 a.m. - 10:00 a.m.	_____	_____	_____
10:00 a.m. - 1:00 p.m.	_____	_____	_____
1:00 p.m. - 4:00 p.m.	_____	_____	_____
4:00 p.m. - 7:00 p.m.	_____	_____	_____
7:00 p.m. - 10:00 p.m.	_____	_____	_____
10:00 p.m. - 1:00 a.m.	_____	_____	_____
<u>SUNDAY</u>			
7:30 a.m. - 10:00 a.m.	_____	_____	_____
10:00 a.m. - 1:00 p.m.	_____	_____	_____
1:00 p.m. - 4:00 p.m.	_____	_____	_____
4:00 p.m. - 7:00 p.m.	_____	_____	_____
7:00 p.m. - 10:00 p.m.	_____	_____	_____
10:00 p.m. - 1:00 a.m.	_____	_____	_____

- b) If the library rescheduled hours of service and opened selected areas for extended hours:

- 1) Which special material(s) would you want to use?

☐ Reserve Book Room	☐ Government Publications
☐ Current Periodicals/Newspapers	☐ Learning Assistance Center
☐ Microform collection	☐ Other (Please specify: _____)

- 2) Which collection(s) would you want to use?

☐ Education	☐ Fine Arts
☐ Humanities	☐ Science and Technology
☐ Media Resource Center	☐ Business/Economics/Geography
☐ Social Sciences	☐ Other (Please specify: _____)

- 3) In which area(s) would you want a reference librarian stationed?

☐ Education	☐ Fine Arts
☐ Humanities	☐ Science and Technology
☐ Media Resources Center	☐ Business/Economics/Geography
☐ Social Sciences	☐ Information Desk
☐ Other (Please specify: _____)	

5. Comments:

Appendix II — Student Comments

CSULB - Library

Survey of Library Use
(Comments)*General Comments:

I use the Civic Center Library in Torrance which seems to meet my needs fairly well. I have only used the Learning Assistance Center once.

I think they should give student assistants more money.

Also, please attache 6 pens on chairs (5 at main desk, & 1 at renewal) so students can have something to write with as I so students assistants and staff will be able to use pens & pencils without having to constantly lend them to patrons who frequently walk off with them.

As many librarian or student assistants as possible.

It's about time you considered students library needs.

This is the end of the semester. My needs & wishes may very well be different in three weeks. The main thing to say is that I use the library very much, but how I use it will change from time to time.

I haven't really had much chance to use the reference materials as yet.

What this library needs is a good bite on the leg once in a while.

I don't use library that much.

Hire more students !

Library is mainly a place I come to when in need of study. That's where I'm at.

Your suggestion box needs to be larger.

I don't particularly like the size of the over due book fine.

You need a new book check out system the old system is to time consuming.

I have used the Public Library System (Long Beach) more than I have the State Library. The main reason for this is parking. There are not enough free parking available for use of the library.

I have had nothing but trouble finding materials for projects, papers and assignments in this library. I realize that you are understaffed, but it seems that when I have to consult other libraries, continually, that this facility is not serving the purpose intended.

* These comments have been reproduced as submitted by the students including spelling and grammatical errors.

General Comments: (cont.)

Sometimes the librarians can be super mean and not help you at all while other times they really help me to find what I'm looking for quick.

I can only use the library from 9-4 M-F in between classes. It would help if the library staff would respond to student needs a little faster. I get the impression they are bored & I am prying them away from daydreaming.

You should have a better magazine-newspaper collection. I think it's unorganized & incomplete compared to my home library.

Periodical section should be better controlled. Many times newspaper & periodicals are not available.

I would like to see periodicals that can be checked out, for a week or even for a day as not having these to take with me forces me to rely on public libraries with inferior collections.

I think the fee schedule is outrageous. The first two days shouldn't be so much. Also the returning of books should be more organized. I was once charged for a book that I had turned in on the due date -- it was later cleared.

You need to have people wait in line for help from the librarian staff, as it is now anyone can shove their way to the front.

My use of library facilities has been for a study room, I've used none of the materials.

I work about 50 hrs/wk & need somewhere to study & read, as I can't do it at home due to my family's needs.

Because of the nature of the courses I have been taking this semester and since I have not used the library since getting my MA in 1969, I find it difficult to rate this.

I have access to other libraries Example: UCLA.

I don't use the library much -- I line up to come every time I need something.

You've already made your decisions so why ask.

less fine.

Library fines are too high.

I live in Santa Monica so I seldom use the library other than on the nights I attend early classes.

I am not attending University during Spring semester -- so did not answer 4 & 5.

General Comments: (cont.)

This Library is not in the interest of Students!

All alumni of CSULB should be granted (for a minimal fee if necessary) library cards to check mat'l out. at present only members of the Alumni Assoc can do so & this is unfair & unwarranted - esp @ \$10.

I find the references librarians here are extremely knowledgeable and helpful. The content of the library is shamefully inadaquet -- There is an inter-library loan system that should be available to all students, but no effort at all is made to make it available. Without meaning to I find most personal at the check out desk rude-inefficient -- and usually absent when they're needed. There is no need for the "fine cage" personal to treat students as tho they just crawled from under a very damp rock! Why are there no questions about the tape tour on the main catalogue section or the divisions of cataloging. I find them a mishmash of miss-information. There is only one reference to the reserve Book room -- Why not: Is it adaquet -- are books on reserve available - (I could tell you quite a tale about that!) Are there conference rooms available near the reserve area. Most of all rudeness should never be a part of any personal's makeup -- but you have some of the most antagonistic personalities working in the library that I have ever had the misfortune to ask for help!

- Who ever made up the time periods for Question 4 is unfair & biased.
- The hour average is for 2 or 3 hour intervals, some time periods indicated are hours that the Library is presently in operation.
- This Library is very good with a very excellent working staff of students & librarians.
- Noise (in some of the areas) makes studying very difficult
- 1st Floor East should be carpeted - to reduce noise level during extended hours.
- 5th West should also be carpeted.

Why do you not have the same agreement on checking out books at UCI as at UCLA - it's closer although not as large.

How about a more extensive inter-library loan service? Feedback is slow on book holds.

The music library is not too well organized. I can never find the musical scores, sheet music, etc. that I want.

Survey of Library Use
(Comments)

Library Instruction:

I wish you would completely change your filing system. I've been on campus for 3 1/2 yrs. And I still can't figure it out -- it takes me hours just to find what I need. I prefer the system at Cal State L.A. for example.

You need a guide on how to find books in the library!

I don't know how to use certain sections of the library or may need assistance to locate a particular field. Usually explanations are very general and need to be much more simplified so that us "dummies" can use our library to its fullest potential. Very specific instruction is needed in, for example, periodical usage.

Library should provide more instruction -- map of library, use of library etc. -- geared towards freshmen. This is a very complex library & I hope to know my way around in my 1st year.

It is my first semester here & I am not really sure what is available for my use or how to find out about them.

I think as part of Eng 100 each freshman should be taught how to use our library. I was a librarian for 1 1/2 years and I can't find a thing in the library.

How come I can't never find anything except Sorts Ilustraighted? The signs by the ellervators mess me up most of all and I keep hurting myself on the turstiles when I come in and the copy maschine don't never works.

I'd like the library to send out some form of publication showing the specific areas of the library and what their particular use is.

Survey of Library Use
(Comments)

Food and Drinks:

I think that food & drink should be allowed provided that trash be disposed of properly. Because for long hrs. of study -- munchies help study, instead of going outside & People eat in here anyway.

As the UCSB campus library contains and what I'd like in this library is a designated snack area. A good place to put it would be where the present art gallery in 2nd floor is. There is ample room for these art collections in the fine arts building. Could put in snack machines, tables & chairs, trash cans, station work-study student assistant at entrance to make sure no food was taken out of this special area.

There should be a place where (other than the first floor) you can smoke and study and perhaps be able to bring in a cup of coffee for the students who study for long periods of time.

would like to see refreshment facilities so I wouldn't have to leave when get hungry or tired.

Survey of Library Use
(Comments)

Temperature:

Most times the air conditioning is unbearably cold. Especially in the new library section. I realize the need for students' alertness while studying but its hard to sit for more than 45 min without having to go outside to warmup & I have to pack up all my books each time to do it. Its a tremendous waste of study time & energy. My time & your energy, turn it down & conserve a little.

Too cold in winter -- Too hot in summer -- Can't you fix the air system? Also -- why not set apart a section for those of us who would like to snack while studying?

Survey of Library Use
(Comments)

Compliments:

Keep up the interesting offerings in the Graphics Gallery.

Library is sufficient.

The library administrators and staff are really doing a great job. My only request is that the library be open later on Friday & Saturday nights. If possible, more than just the Reserve Book Room, since I need the bound periodicals on the 2nd & 5th floors. Thanks!

Keep up the good work!

Fine Library.

Although this is my first semester at L.B. I feel the library and its services are extremely fine. I am a graduate student with little other places to study. This library is much better in all respects except extended hours than any library of campuses I previously attended.

1. Regular hours in weekdays are well scheduled.
2. Extended hours in weekend as in early morning or late evening for library to open is strongly desired.
3. Learning assistance center is doing a fine job.

I have attended three different universities and I feel CSULB does a great job, particularly the reference staff of the departments I have been involved with. Also, your collection in my field is comparable to any other I have seen. It is a pleasure to deal with this establishment. Note: Make all freshmen or entering students prove then know how to use a library just as you make them prove then can read or write.

I am happy with library services. I can also say I do my most effective studying in the library. The only change I can think that would be beneficial is to lengthen open hours from 1-9 pm on Sat instead of 1-5 pm. This would allow student having to work time to come in after work. Thank you.

I have found the library very helpful on the whole. Particularly the people stationed at the references desks are very helpful & knowledgeable. The man at the info desk (by circulation) is also very helpful.

Library is superbly staffed, always in neat order, and generally conducive to studying. I enjoy asking for assistance in all depts.

It's nice to know you care enough to take a survey!

I have had very good experiences with the library and especially with the employees who offer assistance. I would like to see the library opened on Friday and Saturday evenings because there is no other place to study at those times.

Compliments: (cont.)

Keep up the good work.

Basically a very well-run operation, however with added hours and periodic checks on personnel the opportunity to further knowledge would be really enlarged. Thank you.

The Library well equipped with all the things I need.

Enjoy using Library!

I feel that the Library is now serving the students excellently and any change can only be an improvement.

Impressive Library.

3rd floor Librarians are quite good.

The library has been able to serve my needs with no problem arising this past semester.

Generally I am pleased with the library & its set-up -- You have a very good collection of technical periodicals.

Your doing a fine job Mrs. Rinehart! I appreciate the removal of the fencing & gate business in Educ floor. Feel that the access to the film-strips etc. is helpful.

Against relatively insurmountable odds, you're doing quite well!

I only used the library once and it did a very good job for me. The hours are fine just like it is now.

Very Good Library so far. Keep up Good work.

The library staff are very helpful in locating materials. The copying machine stay out of order too much.

It's a nice library.

I feel the library staff does a good job.

The librarians are always helpful and friendly. They go out of their way to help. I would especially like to comment on the librarian who works in Humanities, usually on Tuesdays and Thursdays. He is an older man, who is tall with grey hair. He is always friendly and has a smile, even when he is busy. Also, I think that 15¢ per day is too high of a fine.

As I whole I have found library services & material availability to be very good.

I feel that the hours and services offered by the library are excellent.

Compliments: (cont.)

Since I only use the library at the time for studying, I appreciate the carpeting which helps deaden the noise.

This library is one of the better ones around. But it closes too early.

I think that the library is very useful to people in many different way. People can use the library for whatever they want no matter what it is, to study, do homework ect. ect.

Have very good information desk.

In my first semester I used the library for study and it was very helpful to have a quiet, secluded place to study.

This is a great library! Thanks.

Survey of Library Use
(Comments)

Noise Pollution:

Better enforcement of quiet areas is needed!

The library is not a good place to study because of the noise level. I don't know about other times but during the day -- entirely too much conversation in study areas.

(Entire) Library should stay open until midnight, especially during finals. IMPORTANT: Some policing force should walk around inside library to remove people who came here to talk w/friends.

I would like to be able to get to reference books after 10:00. The 1 room that stays open is not very conducive to studying. Noise level is high -- no carpeting -- noise echos.

A. Carpet the fifth floor, and the traffic aisles in the Reserve Book Room to reduce noise. (Or the whole Reserve Book Room floor if you have the funds).

B. In the Summer, Do Not Close the Library prior to the start of the night classes, the students need a place to study up to the beginning of class.

C. Post prominent signs that request people who wish to carry on conversations to either get a study room or to step outside, for their conversations. Sometimes 3 or 4 students at a table talk for hours, perhaps they don't realize that this is inappropriate use of a library.

On occasions, some people use the Library for social reasons. These people should be warned to keep quiet or go outside. There should only be a two week check out period for all books.

It is very distracting to study with loud conversations being carried out. These people have no respect for those of us who want to study in peace and quiet.

Keep noise level of employees down.

Everything is fine except that noone enforces study conditions. (i.e. Librarians refuse to ask noisy parties to be quiet or move to an area where they can talk.) Even j.c.'s and public libraries do this.

Quiet should be enforced. Very noisy groups should be warned, then asked to leave if problem continues.

Less talking in library by students. Place near library where one can go eat lunch, smoke etc. instead of sitting in lobby or going outside! No eating in library -- too distracting to students who are studying.

The readings areas are very noisy! The books in the stacks are always mixed up, not in order! There are not enough people to help find books!

Noise Pollution: (cont.)

In the two years I've been here, the noise level has steadily increased to an intolerable & unacceptable level; Students who refuse to be quiet and insist upon eating in this library, should be expelled from this university!

There is too much noise in the library.

Perhaps the slide viewers in the Fine Arts Section could be moved to another area. They are currently located directly behind the private study areas & are most distractive when in use.

It would be nice to have one quiet area to study in the library.

I dislike very much the amount of noise which is allowed in this library. You need more people to enforce quiet study areas, it's so hard to study. Please start enforcing this -- San Diego State Univ. does -- why can't we?

For study area. Reserve Book Room during finals is quite noisy. The frustration of finals is sufficient without having yakking people in the only open study area in the library during special study hours. Last fall & spring semesters, it was ridiculous.

Survey of Library Use
(Comments)

Availability of Library Materials:

On the whole the library has met my needs. My biggest complaint is that the books I find in the card catalog are so seldom on the shelves.

The library has been very helpful -- However I have had A LOT OF DIFFICULTY obtaining material checked out -- It would be extremely helpful to have some sort of computerized system of locating every book in this library, whether it is checked out to a student, faculty (usually for the entire semester, a definite bummer) - and knowing when it is due - San Diego State has a system - Please look into it.

I am a major in a large department (Communicative Disorders). The JSHP/JSHD journals are always missing. Could it be possible to keep a closer check on them, to have them returned promptly in their place. These are the most important & most frequently used references. Also they're really our only source.

As a grad student working full time it is important to be able to use the library -- when I am off work. Most of my library work is "papers." It is very hard sometimes since you do not have journals I sometimes need. More hours on Fri & Sat night would be extremely helpful -- after all we are a University! Ore are we?

I think the library should have more copies of each book, because everytime I need one, there's only one copy & it is checked out. Otherwise, I'm very proud of our library.

As a student I must return books etc. on time. This is good. But faculty and staff have unlimited use of books etc. This is probably why I can rarely find books on the shelves that are in the catalogue. Either this is the reason or you're stackers are too slow.

It is often difficult to find the bound journals. Some volumes are missing for weeks or more.

I have had difficulty all semester finding specific journals. I think a priority system should be introduced to return them to the shelf faster.

I don't believe I've ever used a reference librarian; just the card catalogue. Many times desired books, materials are not available. It takes entirely too long to check out books. It is difficult to transport more than several books extended distances to available parking lots.

I am totally disgusted with this Library! It appears as though your system of reshelving books is completely inadequate -- get better staffed, students are an inexpensive labor pool which is completely at you're disposal. Start some classes in librarianship -- get student volunteers. **SHAPE UP OR WE'LL SHIP OUT!**

Books dealing w/ Aphasia & Communication disorders are scattered over 3 or 4 floors -- & are always checked out. Being a C.D. major, I am constantly frustrated by this situation.

Survey of Library Use
(Comments)

Availability of Library Materials:(cont.)

The single most irritating problem with the library that I have encountered has been the incorrectly shelved (or "lost") books which have cost me countless hours! (mostly in the Social Sciences area)

Even if the library was open more, I still wouldn't be able to find what I want -- from long hours of searching I found that books on one topic are scattered all over, not under one number! Limit time that faculty can check out materials.

I do like to study at the library, but sometimes there are not enough hours available for this. Some books that are not either to check out or on the reserve room, are not in place; I strongly suggest that anyone who uses them to please put them back.

Often I have wanted to check out a book and it is always checked out. I've found that many instructors have had those books for semesters. I have had a term paper or project to do, the books were owned by the library but I could never get my hands on them. Many students go to the Library to talk to their friends. This is very annoying when one is trying to study. I've gone to the Library a number of times and have had to leave because of this.

Reference books (e.g. census figures - etc.) should be allowed to leave the library. It takes hours and many nickels for the Xerox machine to get needed information from some works. Reserve materials should be allowed to be checked out for longer periods of time.

Put more books as reference or 3 hr. limit or 5 day limit. Three weeks is ridiculous and deprives us of much use. Look at UCLA System, modify it here.

Is it true faculty can sign out a book for an unlimited time period? I have held one book "on hold" for 2 months, and a prof. has it out. Is that fair?

The library seems to have a tremendous book loss rate. Because of this the McNorton book collection is being discontinued, which is too bad because I feel this was a good program that enhanced the library's collection. Also many books have been stolen in my major area of research and I have had to go to other libraries to get the books that I needed for my research. This caused me to lose valuable time because I was searching other libraries for materials that we once had here at CSULB, but now have been stolen or lost. Wouldn't it be a good idea to install a better security system?

Survey of Library Use
(Comments)

Library Facilities:

There are certain rooms in the Library put aside for students to study in groups. There are not enough of these rooms to begin with but the Faculty are taking these over for classrooms, What I want to know is where are we the students to study? I protest the use of these rooms for any purpose but study rooms for students.

How come you don't have bathrooms on every floor of Library

It would be convenient to have more conference rooms.

There are certain rooms in the library being used for music classes. Considering the rooms are not soundproof and considering the library is for the students to use for study I feel these classes should be held elsewhere. The students have too few rooms as it is to meet as it is I feel no rooms should be taken over for other purposes.

For those who live in dorms, this is the only available area for peace & quiet to study -- especially for those who live in the off campus slum i.e. dormitory.

As a graduate student working on my comprehensives and thesis -- I need a cubicle to study in quietly and have materials that I do not have to share. The cubicle became worthless to me at the time I needed it most because I had to leave just when I was getting going. In other words -- more graduate study cubicles are needed.

I need more areas where I can get more quiet studying.

On 3rd floor -- tape rooms -- too often not available & have to wait because 1. equipment needs repair 2. light bulb burned out & not replaced immediately -- hours & days the room is unavailable because no lite in ceiling.

Survey of Library Use
(Comments)

Questionnaire:

Q#2 may give fals reading (av. use per wk of library), because on an Average- use may be low. However, at selected times (Finals, midterms, etc.) use may be extremely high.

The labeling of Question 3 as "neither" brings in an outside connotation that you are not traying to measure. "Neutral" would have been much better.

Survey of Library Use
(Comments)

Collection Development:

In lieu of available books in the law section of the library, I would like to make a plea for an increase.

More physics books should be purchased, eg. "QUANTUM MECHANICS." P.A.M. Dirac Berkeley Series (5 volumes).

Library needs more titles & periodicals dealing with Africa. Also a cross/section of African newspapers, eg Johannesburg Star, Kenya Nation, Tanzania Standard etc. -

Library needs more books & materials. We are now a university & should have a more complete selection. Of special importance is womens studies materials in this field.

More material for women & about women. i.e. Playgirl magazine.

Some common technical books are not available, but, as a whole, the library provides a satisfactory resource center. I suggest that service hours might be extended on weekends (10 am - 10 pm) for students who are working (part-time or full time) during regular days.

I think the Library is doing a fine job. The only complaint I have is the noisiness of the librarians at times; Especially when they are moving through the stacks explaining to students where things are. You do not have many of the prominent Journals in my field (Brain Research, Investigative Ophthalmology, etc.) but this is because no one has worked in it extensively. I see these journals at UCI and it would be nice if Long Beach Students could get cards there free as at UCLA.

Duplicates of All books by Ludwig Wittgenstein (in English) and Wilfrid Sellrid Sellars should be ordered.

Get up to date material.

More Current Materials & Services.

Need Current Materials & Services.

It has been extremely difficult for me to up-to-date information in areas of general (non-academic) interest.

More current material.

Need more up to date material. Hours should be increased on weekends.

I do hope you take student request forms for books seriously -- It would be nice to visit UCLA less frequently.

Please obtain more material in Biosciences, exp. Neurosciences and Biological Psychology. Also Chemical literature in Natural Products.

Find Library lacking in many Professional Periodical in Hand Copy on microfilm.

Collection Development: (cont.)

There are not enough copies of many bound periodicals -- much of the material on Foreign Affairs is outdated with no current material (books) available -

Most of the films available to the students who are going into teaching are too outdated -- a film about interior design from 1949 is a little old!

There exists a strong need among the area E.S.L. teachers for photo/graphic/audio and printed material for bilingual children. The same holds true for Spanish teachers who in addition need foreign culture familiarization material for their students. An ethnic materials center would be marvelous. With nominal notification of dept. heads (at the schools) the center would be a god-send to this embattled teacher who otherwise is forced to purchase or go without.

Social Science very responsive but recommend more legal material like law journals & reviews.

The library as currently staffed is quite adequate, however, gross deficiencies exist the area of subject collections and material collections.

Survey of Library Use
(Comments)

References to Hours:

I believe that the library should be open as much as possible. One problem with people not showing up is inadequate parking. I believe that more people will come on weekends if they know that the library is open all day. They won't feel rushed to get there for just a few open hours.

It would be useful and convenient if the check out hours for tapes and other materials in the music dept. extended into the evenings.

Library should be open longer hours. For a school of 30,000+ students the library hours are poor to say the least.

I would like the library to open at 7 A.M. -- especially in the winter -- its cold out there!

I think that the main problem is that the library is not open late enough.

Four hours on Saturday is next to useless -- it takes a half-hour to get here & I desire long periods of uninterrupted study -- four hours is too short -- The morning hours on weekends are extremely valuable for library study use.

Please open the library for longer hours on Saturday

Library should be open till 1:00 a.m.

I would rather my fees go to keep the library open more hours as opposed to supporting a Union where local high school kids will have a place to play pin-ball machines. It is ridiculous a University this size has a library which closes at 5 pm on Fridays and Saturdays.

In the last weeks prior to finals I would like to see the library extent it hours since at that time I put much more time into studying. Like on Fri after 5 -- say to 6 or 7

Evening - Student, Evenings & Weekends only times Library can be used by me.

Please don't decrease the hours of the library.

I think the library should open for longer hours on the weekends since for those of us who work, that is often the only time available. It should open by 10:00 a.m. & should stay open til at least 6:00 p.m. on Saturdays, 10:00 -- later? on Sundays. Thanks!

The current library hours are disgraceful. In order to receive a high-quality education a student must have the library facilities at his disposal at all times.

Sat. and Sun. hours are ridiculous. The hours should be extended earlier in the morning and later at night. The weekends are a fine time to study and not juice it up like Uncle Ronnie thinks we do.

Why not open at 7:00 am?

References to Hours: (cont.)

Why not open at 7:00 am?

The library needs to be open longer hours on Saturday. If it takes a person 1/2 hr to get to school and 1/2 to get home 1-5 or 4 hours at the library is insufficient. I end up going to UCLA because they are open 8 hours. It is a waste of time to drive all the way here (school) for just 4 short hours. Please consider the students that commute. Otherwise the hours during the week & on Sunday are fine.

I especially would like the social Science open from 7:30 a.m.- 1 A.M. Mon.-Thur.

Especially near finals and the end of the semester hours should be extended. Most people tend to use the resources, etc. more at that time.

Extended weekend hours for study!

The reserve book room should be open 24 hours -- at least during finals. I, and many other students must travel to Fullerton to find a 24 hour reading room.

The hours on weekends should be extended. On Sat. and Sun. the library should open around 10:00 a.m.

On weekends, it would be ideal to use the library from 12-9 on Sat. and Sun. and during the final week, be open from 9 a.m. to midnight, including Sat. and Sun.

The library should remain open Fri. and Sat. evenings.

Many times the reference librarians are of no help-they don't know any more than myself sometimes.

My only complaint is library hours-especially Friday, Saturday, & Sun. I would like to use library earlier and later hours than are now being offered on these three days.

I wish the library stayed open until midnight or 1 a.m. -otherwise it's great.

How do you feel about 12:00 for the library and 1:00 for the reserve book room to stay open? And also open at either 10:00 a.m. or 11:00 a.m. on Sat. & Sun. instead of 1:00 p.m.

Better Friday and Sat. night hours open would be helpful - at least with 7 p.m. both days. Thank you.

I wish the library would open at 7 a.m. M-F.

It would be very beneficial if the main section of the library stayed open until 1:00 a.m. as well as the reading room. At least during the weekdays.

Mostly, I wish the library would be open early on the weekends and stay open until 1:00 a.m.

References to Hours: (cont.)

Library closes too early on weekends.

Library is set up pretty except many times I would like to use the library on Sunday to study at evening hours. Please, can it remain open at least until 9 or 10 on Sunday?

I think the library should open to at least 1:00 a.m. on weekdays Sun.-Thurs. -- not just the reserve book room.

Although it is thought traditional that no students study on Friday or Sat. nights, it might be profitable to re-evaluate such an assumption. I for one, could use such times fruitfully. I work on week nights.

Please extend library hours for folks that work in the evening-keep it open to 12 or 1 a.m. like UCI.

Would like the library to stay open past 9:00 p.m.-M-F + Sat. & Sun. and Sat. & Sun. mornings.

The library should be open Saturday morning. Please!

When I come for a Saturday class--I have the most time to use library but it is closed until noon and then not open in evenings.

Longer hours for final examinations.

Open the library early during weekends, about 10 a.m. and close at 10 p.m.

Extended hours on final week and one week before would be helpful. 9 p.m. closing time is too early. See ex. CSULA library is open 24 hrs. on last 2-3 weeks.

I only wish that the library were open earlier in the weekends.

I use the library primarily for study purposes because it is one of the few places I can concentrate. Ideally, for me, a study area should be available:

Mon. - Thurs.	7:30 a.m. - 1:00 a.m.
Fri.	7:30 a.m. - 7:00 p.m.
Sat.	10:00 a.m. - 7:00 p.m.
Sun.	10:00 a.m. - 10:00 p.m.

The library should be open definitely Saturday and Sunday mornings. It is ridiculous that in a school of 30,000 that library facilities are only open 4 hrs. on Sat. afternoon.

On Sat. & Sun. mornings library should definitely be opened.

Extend library hours extremely during finals (weekends)

The library are long enough, extend them you stupid bastards!

The library should be open Friday nights and should be open longer on weekends.

It should be opened on Saturday & Sunday in the morning so that it can give more time for student study and convenience.

References to Hours: (cont.)

It's rather inconvenient to have to leave at 5 p.m. Fri. & Sat. It's also sometimes inconvenient to not be able to come in before 1 p.m. Sat.

The library should be open 24 hours a day -this is important for students like me who don't have a place to study.

The times have been o.k. this semester.

If the hours are to be lengthened at any 1 time of year-the last month of the semester would be best.

Make a special section for 24-hour opening.

The library hours should be extended during finals week and the week before finals. This would permit us to use the library during the late night hours of the day.

Why not have students sign in after normal material check out hours so they could study to 12 or 1:00 a.m. without having so many librarians needed.

I very much would like to have library open on Saturday nights.

Please open the library early on weekend days.

Earlier morning hours would be much appreciated.

I strongly feel that the library should be open in the evenings on the weekends. I know I need to have a quiet place and where I can get references.

The extension of library hours to 1:00 a.m. Mon. - Thurs. would be of significant benefit for me.

I work after school & weekends, so it would be nice if the library would be open before school for more than 1/2 hour-like at 6:30 a.m.

Hours especially impt. on week and weekend before exams.

It would really be helpful to have the library opened earlier on Sat.

Extended hours are needed during finals.

I would like the library opened later to accomodate the many research projects that I have.

You should change the library hours it should be longer. Don't have in reserved room because it is too noisy.

I would like more hours on weekends Sat. 10-7; Sun. 10 -9.

I would like to see a study room open 24 hours a day.

One would think that the damn library would open before 1:00 p.m. 1 and 2 days before finals.

References to Hours: (cont.)

The library should be open at 7:00 a.m. Mon-Fri.

I feel the library should stay open later than 9 and that it should open earlier than 1:00 on Sat. & Sun.

Would like to have library opened on Sat. & Sun.

Be open earlier Sat. & Sunday. Also stay open longer on Sat.

Longer hours on weekends.

The library should really open earlier on Sat. & especially on Sun. open earlier than 1:00 p.m.

Like most people in the center for public policy I work during the day and attend classes at night. I would like more longer hours at night so I can utilize the library facilities after classes.

Please, later hours Fri. Sat. Sun.

I'd like the library to open at 7 a.m. Mon-Fri. Very important.

The library should be open earlier on Sat. preferably from 10:00 a.m. to 5 p.m.

During finals extend library hours till 1 a.m. then reserve book room to remain open all night.

I think the library should be opened as possible in the morning like 6-6:30 a.m. maybe I would use it more.

I think your inter-library loan service is great. I do think the hours on Sat. should be extended beyond 5:00

More hours on Fri. & Sat.

More hours on Friday. Sat. & Sun.-open earlier.

Give us more library hours during finals. Every other school does.!

Most major universities have a section of their library open late on Fri. & Sat. nights. for students who desire to study.

Open earlier Sat. for studying purposes; 1:00 is too late.

Open earlier on Saturdays.

Library services should be opened earlier on the weekends.

Open earlier on Sat. & Sun.

During finals the library should have extended hours-definitely. At least Fri. before the finals.

The library should attempt to maintain as many hours as possible.

Library should open by 10:00 a.m. on Saturdays.

References to Hours: (cont.)

Have extra late hours at finals time.

It would be very helpful if the library was open until at least 6:00 p. m.
on Saturdays.

Being a working(teaching) graduate student, it is most inconvient for me to have the library closed on Friday & Sat evenings. It would also be helpful if it was open earlier on Sat. and Sun.

I use the library often do not reduce hours.

Definitely need more hours on the weekend,(especially reserve book room to study).

I would very much like to see the 1:00 am time.

Stay open later Fridays, Saturdays open/earlier Sat., Sun.

It is quite inconvient for the library to open at 1:00 p. m. on weekends. Compared to a University like U. C. L. A., our library Service is extremely poor during finals and weekends.

Library service good-but later would help greatly.

1. To me the library is the best place to study.
2. Would like to see the 4th floor opened until 12:00 p. m. weekdays.
3. Would like to see the library open on Saturday and Sunday from 10:00 a. m. to 10:00p. m.

Night students who work daily need extended weekday & weekend hours to keep up with schoolwork & papers.

I'd like the library to be open earlier in the morning like 6am. I believe this is crdual for lot of people needing library services before the school day begins at 8a. m.

You're just plain not open enough especially weekends.

Reserve book room should stay open until at least 1 a.m. (24hrs. if possible). There should be some study area open 24hrs. for working students & especially during finals.

I feel that the extension of evening library hours is very important and I would like to see them extended.

What I really wish this library would do would be to open up the library on Saturday and Sundays in the morning also starting like say from 8:00-1:00 a. m. The library should also schedule a special finals week schedule with extended hours on the weekends and days.

Library avallability other than reserve book facillcties should be open from 10pm-1am during finals, I have found the reserve book room packed during finals after library hours and need a place to study.

References to Hours: (cont.)

Leave the hours the same.

Keep morning library hours.

I just want the library will be open during the last 2 week to 1 a.m. and weekends.

Suggest keeping at least the reserve book room open 24 hours during finals week and the 1-2 weeks preceding finals.

It would be helpful if the library were open later at night and if you would extend the hours on Sat.

Longer hours on Sat. would be desirable. The library should be open Sat. night.

It's most important that the library be open on the weekend by 7:30 a.m.

Library hours are fine except the library should be open until 8 p.m. on Fridays.

The library should be open on weekends before 1 p.m.

The library hours as they stand now are conducive to insanity. Oftentimes I wish to study and use materials at the library on weekends and find that I cannot. Please, Please, Please extend library hours to include Fri. and Sat. nights.

I would like to see library hours extended for the two weeks prior to finals, specifically over the weekends.

Library should open earlier on Sat.

I have had to use the library daily this semester, but I wish the library would open Sat. 7:30-10:00 p.m. sometimes I like to do my assignments early since I work.

If nothing else, I feel it would be valid to keep the library open just one regularly scheduled evening a week from 10 p.m. - 1 a.a. Students who work, would possibly be reassured knowing that one evening a week would be available for after-work studying sessions. I would be there for sure.

Hours should be extended during finals and 1 or 2 weeks preceding finals. This is the time that the library has its greatest potential for the student.

I would like the library to be open earlier, such as at 7 a.m. The reserve book room is open later on week nights and I would like to see the week nights open till 11 p.m. or so-it is nice to be able to go to the library for an hour after my late 10:00 p.m. classes.

References to Hours: (cont.)

On weekends, 10 am to 10 pm.

Weekdays & Weekends During Finals 8 am - Midnight.

I wish the library would have extended hour into the night. I work and I need the library at night.

If possible, the library should be open 24 hrs. during FINALS.

The library does nothing for its graduate & working students. It should be open late & nights & on weekends all day.

I would suggest that the library be opened at 7:00 a.m. daily -- the extra 1/2 hour would be beneficial.

I wish the library would open at 8:00 am M-F instead of 7:30 am.

Hours should be extended on Mon-Sat to 1:00 am. During Finals later to 3:00 a.m.

Saturday morning would be the ideal time for me personally, from 8 am.

I don't think the library needs to stay open for so long on weekends or evenings.

Please start opening the library early Saturday & Sunday and stay open FRI & SAT NITES at least a month or so before finals -- at least for some trial period.

Extend Hours 1 month before term ends.

It is important that students should be allowed to use the library late at night March up with the need of 31,000 students of the University.

It would be most helpful to me if the library would be open earlier on Sat. than it is now. For 4b, I don't really know the answers because it would depend on what classes I have next semester and what the teachers want.

Generally, hours currently open are satisfactory with the exception of weekends. I strongly feel the library should extend weekend hours to include Sat. 8 a.m. - 7:00 p.m. Sun. current hours OK.

I have no severe complaints about present library operations. It could be open to 6 pm on Friday, from about 9-5 or Saturday is accomodate Saturday students, and the reserve book room could be open on Sunday to 12 AM.

I would be good if the library could open at 7:00 a.m. because classes start at 8:00 am. A person would have a hour to spend in the library before their 8:00 class.

It is very unfortunate that the library is not open from 8 a.m. to 10 p.m. on the weekend before finals. Only 4 hours on Saturday and 8 on Sunday is totally inadequate. Expenses would not be great for just these two days.

References to Hours (cont.)

library should be open many more hrs. on Saturday especially, earlier on Monday.

Why not 24 hrs? (other than financially)

On weekends, library should be open earlier like from 10:00 a.m. and close later on Saturdays like 9:00 pm.

What about providing classical music in the library? If it is soft, it will stimulate studying.

I see no reason why the library couldn't be open to at least 10:00 p.m. on Fri & Sat nite, & open in the morning on Sat. & Sun. All floors should be made available.

for full-time employed students it is very inconvenient to use the library during academic recess -- a better 5 day schedule over semester break would be Tuesday through Saturday. We would have at least one day per week with easy access. An even better plan would be T-S with noon to 9 pm every day. Library expenses would be the same but service would be much better.

I'd like library to be open during summer & holidays as this is the only time I have time to do personal reading -- I'd like to be able to check out books then especially.

It would be really great to stay open later & open earlier on weekends.

I think the library should be open 8-midnight Sunday thru Thursday and 8-10 pm Friday and 10-10 p.m. Saturday. This will benefit those of us who both attend CSULB and are working full time.

I would like the library, reserve book reading room, to be open on Friday nights. There is really no place to study on either Friday or Sat. nights.

Why is it that the Library has such light weight hours. Closing at 10:00 pm is unreasonable! Check w/ Cal State-LA. Their library is far more superior than ours & part of the reason is the hours!

Library should be open on Holidays. People who have no place to study other than Library are penalized. Library should be run for students, not to optimize working hours for librarians.

I can understand that due to money shortage you can't staff floors weekends & weekend evenings but how about having library open then with just librarian at info desk & unbound periodicals & reserve room. We could get infor during reg. hours but still use library resources if only open more on weekends!

Library should be open more on weekends!

The survey neglects to ask the importance of having the library open at an earlier time on weekdays, 6:30 a.m. for example.

Would like to see longer weekend hours: Fri: open to 10:00 pm Sat: open at 10 am open to 10:00 pm Sunday: open at 10:00 am. 4 hrs. (currently 1:00-5:00 pm) on Saturday is just not long enough. I often need access to the stacks past 5:00 pm.

Should extend weekend hours during this finals weekends 10 pm.

References to Hours: (cont.)

There have been innumerable occasions when I have needed to use the library Friday and Saturday evenings/nights and have not been able to due to ridiculous hours. Come on people, this is a university, not a high school -- or am I wrong? Let's at least get the Cal State system equal to that of the U.C.'s where our library is concerned. We could use a few new books in our library, too. It's really a drag to commute to the U.C.L.A. library every weekend.

Why not close @ 1 am?

Even with the Reserve Book Room open after the main library it is noisy at least for forty minutes at 9:45 with people going in and out.

Library should be open many more hours than it is at the present time. Research services such as Current Awareness Search, and Retroactive Search at a minimal cost should be offered.

I work M-F & only have evenings to do research & study. Weekends are the main center of study time & Sundays are taken up with church & others. So Saturday is the only real time I have to use the library & then only 1-4 pm. Please open earlier & stay open longer on Weekends.

During finals and one week before, at least one more section of the library should be open during Reserve Book hours. The R.B.R. is very noisy, over-crowded, and distracting in general.

I would like to see the library extend its Friday and Saturday hours. There have quite a few times this semester when I would have taken advantage of longer hours as it was necessary for me to study and the library is about the only place available to me where I'm not constantly being interrupted or distracted.

My choices of unimportant regarding Section 4 (library hours) reflect only my personal use preferences. There are lots of people who need evening hours, but of course, they'll speak for themselves. The week day schedule is perfect, but on Saturday (particularly) and Sunday (less importantly) there should be more morning hours. Without a doubt, the library is the most important resource on campus!

I don't like to wait until after 4 or 6 pm to check out a periodical overnite. I am a night-person & would like to use the book stack area late at night (til midnight, as is the case at UCLA).

1) Library should open 7:00 am during the week for those who wish to study before classes.

5) Control over study rooms should be handed by floor library rather than by sign up sheet.

Should extent or change the time for the library hour when near final exam. eg. Next wk is final. Should extent the opening hours.

I hope that the library would be opened for service for 24 hours a day if possible. (Reference: wekk known Universities, eg. Texas A & M, U Stanford. UCLA all 24 hour services).

Get ereference librarians that know the subjects they're stationed at. Open earlier Sunday, comming here at one makes half the day shot!

I would like the library to be open for longer hours Saturday. I have found

References to Hours: (cont.)

the staff extremely helpful and always willing to search for references and books.

I feel the library should stay open up until 12 midnight M-TH - Sun night.

This is a good library, and ideal hours for me would be

8:00 A.M.-11:00 P.M. Mon-Fri

10:00 a.m.-5:00 p.m. Sat.

1:00 p.m.-11:00 p.m. Sun.

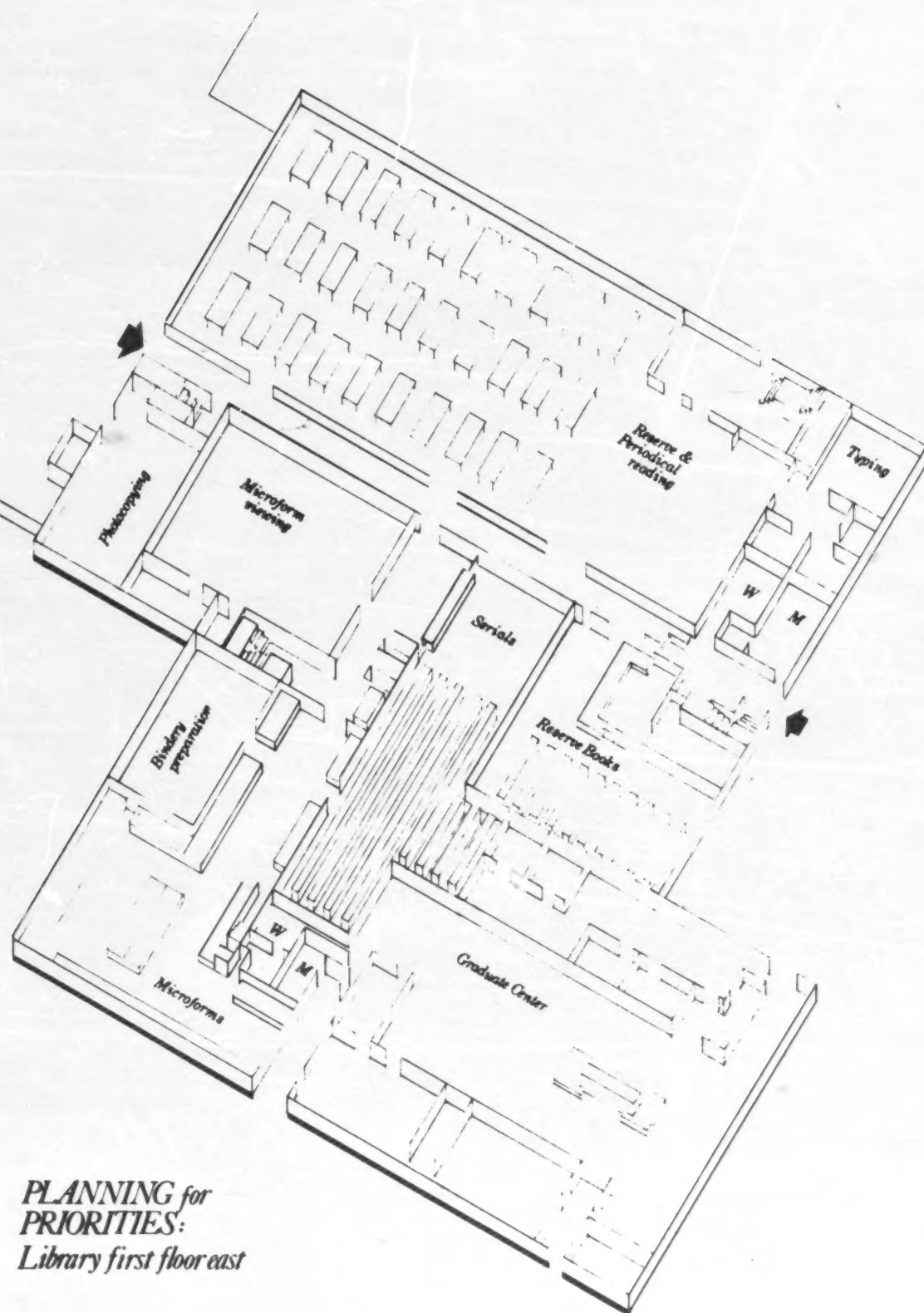
I feel weekend hours are very limited. I realize this campus is situated in a vast metropolitan area with unlimited accessible events to fill every non-academic hour. But the facilities need to be, and should be available for those who need these hours to study.

Strongly hope the library would stay open longer & earlier. Both Saturday & Sunday.

Open at 7:00 A.M., or even 6:30 A.M. For 8:00 A.M. class students, 30 minutes is not enough time to accomplish anything.

I work or am in class/labs during regular daytime hours and therefore use the library in the evenings. It is frequently frustrating to begin literature research and then having to end because of early closing hours. Would certainly appreciate some late hours (e.g. till midnight) during a few days of the week. Sunday, Mon. and Wed. or Sun., Tues., Thurs. might be convenient.

Appendix III — Proposed Floor Plan: First Floor East



**PLANNING for
PRIORITIES:**
Library first floor east